UNITED STATES
POSTAL SERVICE

Final Report

United States Postal Service
Contract Lifecycle Management

Washington, D.C.
September 29, 2008

Booz | Allen | Hamilton

Table Of Contents

UNITED STATES
POSTAL SERVICE

Booz | Allen | Hamilton

1

The Postal Service Supply Management (SM) group is seeking to understand the feasibility of consolidating multiple contracting systems

- A major goal listed in the Postal Service's Strategic Transformation Plan is to increase efficiency by expanding standardization, standardize the use of actionable data and streamlining business processes

  - With consistent processes and systems within Contract Lifecycle Management and across the Postal Service, there is more flexibility with staff

  - Best practices can be shared within a centralized contracting process while still providing specialized commodity knowledge

- Contract Lifecycle Management is one of four key projects within the enterprise SOX implementation

  - The Postal Service has more policy and reporting activities to assure accountability within procurement

  - Collecting and reporting data is harder to accomplish and integrate within multiple systems with different inputs and outputs

Scope	Deliverables

▸ Postal Service supported systems
 	
    ▸ CAMS
 	
    ▸ TCSS
 	
    ▸ eFMS
 	
▾ SM contract management processes
 	
▾ SM integration with internal stakeholders
	▾ Research the current contracting authoring and management applications to determine existing business processes and workflows to create an "As-Is" environment
	
	▾ Conduct market research, identify potential BPM-type COTS solutions (both internally-hosted and Software as a Service), recommending potential solutions and providers
	
	▾ Perform TCO analysis of the solutions, and provide recommendations to the Postal Service for a "To-Be" environment.

Postal Service employees
Contract Lifecycle Management (CLM) process
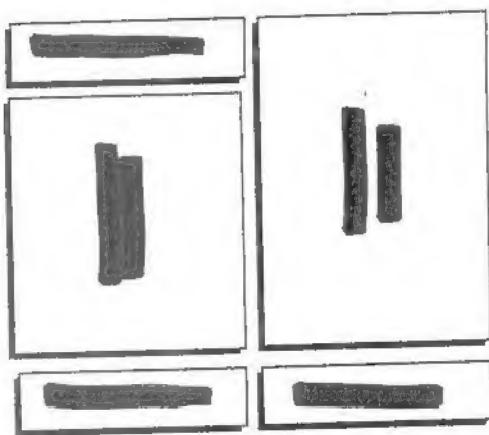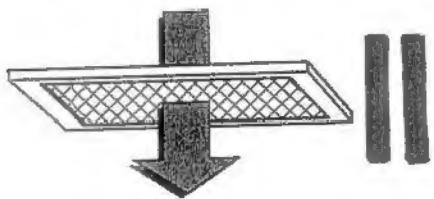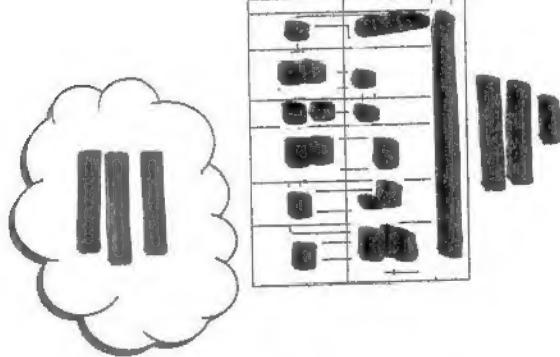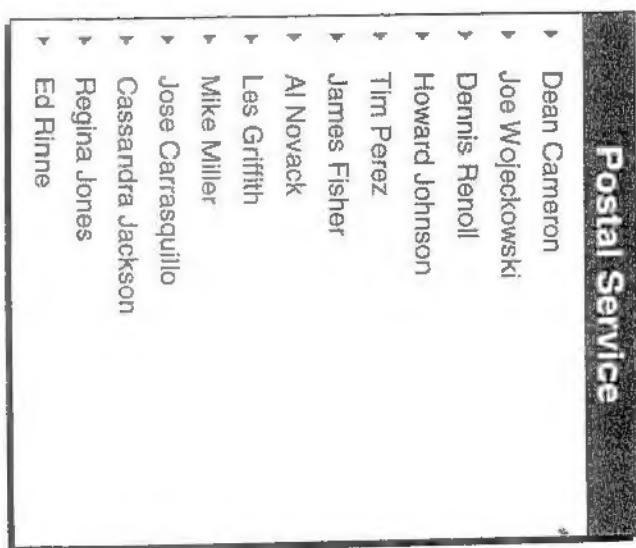
Postal Service

- Dean Cameron
- Joe Wojeckowski
- Dennis Renoll
- Howard Johnson
- Tim Perez
- James Fisher
- Al Novack
- Les Griffith
- Mike Miller
- Jose Carrasquillo
- Cassandra Jackson
- Regina Jones
- Ed Rinne

[EX 3,
39 USC 410(c)(2);
EX 4]

3

Table Of Contents

- Project Summary

- Our Understanding and Approach

- Contract Process Assessment and Analysis

- Solution Market Research

- Recommendations

UNITED STATES
POSTAL SERVICE

Booz | Allen | Hamilton

The Postal Service Supply Management group is seeking to understand the feasibility of consolidating multiple contracting systems

- A goal of Postal Service is to reduce major inefficiencies. Having multiple processes and multiple systems is inefficient

  - Budget cuts and staff reductions are a reality

  - With consistent processes and systems across the Postal Service, there is more flexibility with staff

  - Best practices can be shared within a centralized contracting process while still providing specialized commodity knowledge

- Contract Lifecycle Management is one of four key projects within the enterprise SOX implementation

  - Postal Service has more policy and reporting activities to assure accountability within procurement

  - Collecting and reporting data is harder to accomplish and integrate within multiple systems with different inputs and outputs

UNITED STATES
POSTAL SERVICE

Postal Service engaged Booz Allen to assess its contract management lifecycle (CLM) and to provide recommendations to address findings

▶ Recent organizational changes have centralized contracting within SM, however the goal of centralizing processes and systems is lagging behind in the organizational transition

▶ Postal Service has asked Booz Allen to assess the feasibility of consolidating three current Contract Management systems providing standardization across-the-board and resulting in a reduction of costs and supporting the overall SOX implementation.

Scope

▶ Postal Service supported systems
  - ▶ CAMS
  - ▶ TCSS
  - ▶ eFMS
▶ SM contract management processes
▶ SM integration with internal stakeholders

Deliverables

▶ Research the current contracting authoring and management applications to determine existing business processes and workflows to create an "As-Is" environment

▶ Conduct market research, identify potential BPM-type COTS solutions (both internally-hosted and Software as a Service), recommending potential solutions and providers

▶ Perform TCO analysis of the solutions, and provide recommendations to the Postal Service for a "To-Be" environment.

Table Of Contents

UNITED STATES
POSTAL SERVICE

Booz | Allen | Hamilton

Table Of Contents

► Project Summary

► Our Understanding and Approach

► Contract Process Assessment and Analysis

► Solution Market Research

► Recommendations

UNITED STATES
POSTAL SERVICE

Booz | Allen | Hamilton

Table Of Contents

- Project Summary

- Our Understanding and Approach

- Contract Process Assessment and Analysis

- Solution Market Research

- Recommendations

UNITED STATES
POSTAL SERVICE

Booz | Allen | Hamilton

Table Of Contents

▶ Recommendations

Booz | Allen | Hamilton

[EX 4]

Table Of Contents

▶ Recommendations

Booz | Allen | Hamilton

[Ex4]